OTHER PRINT SERVICES

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DET provides a variety of print-related services beyond High Speed Laser Printing. These services include:

- Print Form Design
- Print Enhancements
- Automated Report Distribution
- Address Cleansing
- Automated Production Control

PRODUCT FEATURES AND DESCRIPTIONS	
FEATURE	**DESCRIPTION**
Print Form Design	Using a product called "Elixir", DET can format a variety of outputs including: • Checks • Deposit slips • 1099's • W2's • Medicaid bus passes • Letters • Letterhead • Signatures • Logos • Specialty fonts DET maintains approximately 300 form styles for other agencies.
Print Enhancements	Combine documents form multiple applications. Add bar codes and Optical Mark Recognition (OMR) marks for State Mail's finishing equipment to merge multiple page documents into one envelope. Quickly change forms without wasting form paper inventories. Interface application output to postal software.

Automated Report Distribution	By using Control-D, DET can help automate your report delivery and distribution process across a large decentralized organization.
	Eliminates report reruns and reduces printing and paper costs.
	Error-free automatic report distribution.
	Improves timely distribution of information from an application.
Address Cleansing	Using a mainframe application called, "Code-1 Plus", addresses can be cleansed, verified, and standardized according to the USPS ZIP+4 master database.
	Allows postal discounts for mass mailings and faster delivery.
Automated Production Control	By using "Control-M", DET provides comprehensive scheduling and production control for multiple applications and platforms across multiple data centers.
	Reduces manual intervention and human error by streamlining production flow.
	Provides simplified, feature-rich capabilities such as management-by-color and management by exception.
	Provides real time Internet-based administration.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Charges	Based on Statement of Work (SOW)	Cost Plus 10%

ORDERING AND PROVISIONING

Any government agency interested in purchasing the services described in this Product Description can fill out the on-line order form by going to the Printing Services website. Click on the service desired to go to the webpage for that service. Each service has an Order Form in the right panel. You may also contact your assigned Customer Relationship Manager for assistance.

DTS RESPONSIBILITIES

Purchase and maintain all hardware and software used to support these services.

Consult with agency to provide a quotation based on the work that is required to meet the agency's goals.

AGENCY RESPONSIBILITIES

If problems are encountered in ordering or receiving printing services, contact either your Customer Relationship Manager (CRM) or the DET Help Desk to log a problem ticket.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that

support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied